Job Title: Customer Service Advocate

Department: Finance

Immediate

Supervisor: Customer Service Supervisor

Origination Date:	07/01/2001
Revision Date:	07/01/2012
Job Grade	801
FLSA Status	Non-exempt

BRIEF DESCRIPTION OF THE JOB:

Serves City Hall and/or Finance Utilities as the first contact with the general public, by walk-in, e-mail or telephone. Answers the telephone promptly and provides a broad variety of information to customers. Uses switchboard to transfer calls to the appropriate departments, and assists walk-in customers. Responds to citizens' questions about activities, ordinances, or services provided by the City; refers complaints and concerns to the appropriate department; resolves complaints and concerns; and researches information on other levels of government, community and private services for reference and referral. Researches, develops, maintains, and analyzes citizen information databases. Demonstrates continuous efforts to improve operations, decrease turnaround times, streamline work processes, and works cooperatively and jointly to provide quality seamless customer service. Work is performed under general direction and requires initiative and independent judgment.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

	Physical Strength Code	ESSENTIAL FUNCTIONS
1	S	Performs general office support by answering telephones and transferring calls using the switchboard; and using computer software to type correspondence, create and maintain databases, update telephone lists, organizational charts, and birthday calendars.
2	S	Provides customer service by directing customers and staff to appropriate departments or external agencies. The customer service provided covers a broad range of information relating to organizational efforts; news items; specific departmental functions; meeting topics, times, locations, and participants; community resources; and agencies at the municipal, county, state, and federal levels. This position maintains a list of phone numbers of resources for community information and referral. Assists with room reservations, and check in/check out of City motorpool vehicles.

	Physical Strength	
	Code	ESSENTIAL FUNCTIONS
3	S	Manages the Citizen Contact and Response database (Gov Q&A) and provides statistical reports and data to senior management. Updates this program as necessary (City ordinance changes, etc). Responds to citizens in person, by telephone or email for general questions. Manages more complex citizen questions or concerns by researching and routing questions to the proper department or resource for resolution, distributing information, and conducting follow-ups. This position has the responsibility for ensuring that each case is closed out with a satisfactory resolution and customer care.
4	S	Performs services for the public such as notary service. Maintains City Hall lobby by keeping it neat and clean throughout the day and keeps updated city brochures and information stocked in the waiting area.
5	S	Trains Customer Service Advocate back up staff and front desk volunteers. Tracks volunteer hours weekly for Finance and Front Desk.
6	S	Acts as Emergency Response contact for City Hall first floor. Serves as security, observing customers' activities and actions.
7	S	Performs special projects as assigned (examples: Phone Tree follow up, letter assistance, Internal Directory changes/updates,) and other related duties as assigned. Performs back up duties for the Finance Customer Service Representatives.

JOB REQUIREMENTS:

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Formal Education / Knowledge	Work requires knowledge necessary to understand basic operational, technical, or office processes. Level of knowledge equivalent to four years of high school or equivalency.
Experience	No experience required.
Certifications and Other Requirements	Valid Driver's License
Reading	Work requires the ability to read general correspondence, reports, budgets, minutes, policies, and manuals.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division.
Writing	Work requires the ability to write letters to citizens, concise synopsis of data, general correspondence, and memorandums.
Managerial	Job has no responsibility for the direction or supervision of others but may provide advice/direction to an employee with less experience/skill or tenure.
Policy / Decision Making	Moderate - The employee normally performs the duty assignment after receiving general instructions as to methods, procedures, and desired end results. There is some opportunity for discretion when making selections among a few, easily identifiable choices. Work involving discretion is typically reviewed before finalized.
Technical Skills	Comprehensive Application - Work requires the use of standard technical skills appropriate to the work environment of the organization. Limited analysis and independent thinking is utilized.
Interpersonal / Human Relations Skills	Moderate - In addition to the sharing of information, interactions at this level may also include providing advice to others outside direct reporting relationships on specific problems or general policies/procedures. In many of the interactions, contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.

Physical Demands

Frequency Code Scale

N = Never	R = Rarely	O = Occasionally	F = Frequently	C = Constantly
Never occurs	Less than 1 hour/week	Up to 1/3 of the time	From 1/3 to 2/3 of the time	2/3 or more of the time

Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)	Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)
Standing	□ N □ R □ O ⊠ F □ C	☐ Making presentations ☐ Observing work site ☐ Observing work duties ☐ Communicating with co-workers	Pushing/ Pulling	□ N □ R ⊠ O □ F □ C	 ☒ File drawers ☒ Equipment ☒ Tables and chairs ☐ Hoses
Fine Dexterity	□ N □ R □ O □ F ☑ C	 ☑ Computer keyboard ☑ Telephone keypad ☑ Calculator ☐ Calibrating equipment 	Climbing	□ N □ R □ O □ F □ C	Stairs Ladders Step stools Onto equipment
Walking	□ N □ R ⊠ O □ F □ C	☐ To other departments/offices☐ Around work site	Vision	□ N □ R □ O □ F ⊠ C	☒ Reading☒ Computer screen☒ Driving☐ Observing work site
Lifting	□ N □ R ⊠ O □ F □ C	☑ Supplies☑ Equipment☑ Files	Foot Controls	□ N ⊠ R □ O □ F □ C	☑ Driving☐ Operating heavyequipment☐ Operating Dictaphone
Carrying	□ N □ R ⊠ O □ F □ C	⊠ Supplies □ Equipment ⊠ Files	Balancing	□ N ⊠ R □ O □ F □ C	☐ On ladders ☐ On equipment ☑ On step stools
Sitting	□ N □ R □ O ⊠ F □ C	☑ Desk work ☑ Meetings □ Driving	Bending	□ N □ R ⊠ O □ F □ C	☒ Filing in lower drawers☒ Retrieving items from lower shelves/ground☐ Making repairs
Reaching	□ N □ R □ O ⊠ F □ C	☒ For supplies☒ For files	Crouching	□ N □ R ⋈ O □ F □ C	☒ Filing in lower drawers☒ Retrieving items from lower shelves/ground
Handling	□ N □ R □ O ⊠ F □ C	☑ Paperwork☐ Monies	Hearing	□ N □ R □ O □ F ⊠ C	☑ Communicating via telephone/radio, to co-workers/public☑ Listening to equipment
Kneeling	□ N □ R ⊠ O □ F □ C	☒ Filing in lower drawers☒ Retrieving items from lower shelves/ground	Twisting	□ N □ R □ O ⊠ F □ C	☑ From computer to telephone☐ Getting inside vehicle
Crawling	⊠ N □ R □ O □ F □ C	☐ Under equipment ☐ Inside attics/pipes/ditches	Talking	□ N □ R □ O □ F ⊠ C	☑ Communicating via telephone/radio, to co-workers/public
Other		(Explain)	1	,	

Physical Demands (continued) Machines, Tools, Equipment and Work Aids: Telephone switchboard, cell phone, audio/visual projection equipment, copiers, faxes, vehicles, key box, lobby signs, wood dowel, calculator, Label maker, laminator Computer Equipment and Software: PC computer, Microsoft Office, printer, scanners, Civic Plus, H.T.E., Internet., Microsoft Outlook **Environmental Factors: Environmental Conditions** Never Seasonally Several Times Several Times Daily Per Month Per Week Extreme temperature X (heat, cold, extreme temp. changes from outside work) Wetness and/or humidity X (bodily discomfort from moisture) Respiratory hazards X (fumes, gases, chemicals, dust and dirt) Noise and vibration X (sufficient to cause hearing loss) Physical hazards X (high voltage, dangerous machinery, aggressive prisoners, patients – not customers) **Health and Safety Conditions:** R = RarelyHealth and Safety Conditions N = NeverO = OccasionallyF = FrequentlyC = ConstantlyLess than 1 1/3 or more of From 1/3 to 2/3 2/3 or more of Never hour per week the time of the time the time occurs X Mechanical hazards Chemical hazards X Electrical hazards |X|X Fire hazards \boxtimes П П П **Explosives** X Communicable diseases Physical danger or abuse X Other (specify) **Primary Work Location:** ☑ Office Environment ☐ Warehouse ☐ Shop ☐ Vehicle ☐ Recreation Centers/Neighborhood Centers ☐ Outdoors \square Other (Specify) N/A **Protective Equipment Required:** Gloves when cleaning up spills in lobby.

Job Demands

Overall Strength Demands:

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⊠ Sedentary	Exerting up to 10 pounds occasionally or negligible weights frequently; Sitting most of the time.
□ Light	Exerting up to 20 pounds occasionally, 10 pounds frequently, or negligible amounts constantly <u>AND/OR</u> walking or standing to a significant degree.
☐ Medium	Exerting 20-50 pounds occasionally, 10-25 pounds frequently, or up to 10 pounds constantly.
☐ Heavy	Exerting 50-100 pounds occasionally, 25-50 pounds frequently, or from 10 up to 20 pounds constantly.
☐ Very Heavy	Exerting over 100 pounds occasionally, 50-100 pounds frequently, or from 20 up to 50 pounds constantly.

Non-physical Demands:

Non-physical Demands	Frequently	Occasionally	Rarely	Never
Time Pressures		×		
Emergency Situations			×	
Frequent Change of Tasks	×			
Irregular Schedule/Overtime			×	
Performing Multiple Tasks Simultaneously	X			
Working Closely with Others as Part of a Team	X			
Tedious or Exacting Work			×	
Noisy/Distracting Environment		×		
Other (Describe below.)				

EXPECTED BEHAVIOR:

Staff – Expected Behavior

The employee is expected to embrace, support, and promote the City's values, beliefs, and culture Which include but are not limited to the following:

- Be positive. Do not participate in gossip
- Maintain confidentiality
- Walk the talk uphold and live the Goodyear culture
- Encourage positive feedback
- Be accountable submit responses to all requests for information by due date and meet deadlines
- Support a learning culture
- Be on time for all meetings
- Create and implement ethical standards for your worksite
- Be fiscally responsible
- Support the City's values and mission
- Let common sense prevail
- Be visionary anticipate issues
- Support organizational change
- Establish and maintain positive and effective working relationships with co-workers, supervisors, subordinates, contractors and vendors
- Understand City policies and procedures, make rational decisions/recommendations in accordance with established policy.
- Work in a safe manner and report unsafe activities and conditions. Follow the City-wide safety policy and everyone's responsibility. Make it a critical part of the day to day operations.
- Foster teamwork and actively participate on teams and in City activities
- Lead by example
- Provide outstanding customer service to internal and external customers

These traits are not basic job requirements but are expected behavior. Other duties and responsibilities will be performed as assigned.

SIGNATURES—REVIEW AND COMMENT:

I have reviewed	this job	analysis	and its	attachments	and f	find it	to b	e an	accurate	description	of the
demands of this j	ob.										
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Job Title of Supervisor	Signature of Supervisor	Date
Job Title of Department Director	Signature of Department Director	Date

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change as the needs and requirements of the job change.